

As a long time customer of T-Mobile and former customer of AT&T Mobility, as well as it's former incarnations, Bell South Mobility and Cingular, I am highly against this merger. Because of it's smaller size, T-Mobile has had incentives to improve it's network and deliver the best customer service in the industry. In fact, I will say that they provide some of the best customer service in the nation, across all industries. AT&T in all of it's incarnations has been the complete opposite. They fail to invest in what improves customer experiences and fail to recognize that their customer is who they are in business for. I am concerned that what will be lost in this transaction is one of the few remaining corporate cultures that breeds innovation by focusing on those it serves. T-Mobile has fought it's way through many battles in the past to get where it is now. It's customers are very loyal to the company which is a rarity in today's America. They never feel as if T-Mobile is in it for the profit, but are instead in it for the customer. They recognize that the way to do business is by treating their employees well (which I have seen first hand by interviewing with them), so that their employees will treat the customers well. This is not how AT&T operates and it shows in the satisfaction of their users. If AT&T had invested more of it's profits into infrastructure and front line employees, many would not be discouraged by this proposed merger. Now, instead of having the backing of the US population, they must take money they should be using to better themselves to lobby our government to get their way. I truly hope that in this instance, those we put into office listen to the voters instead of the lobbyists. We are a nation that is hurting financially and this will only make it worse. AT&T does not care how much money they take from their customers, as long as they can bring in a bigger profit for their shareholders. By securing a commanding 130,000,000 customers, the competition which allows T-Mobile to offer it's current rates and promotions is gone. With that in mind, I think of the XM and Sirius merger. I have been a long time XM subscriber, and I can absolutely say that my level of service has gone down, and my price for service has gone up. However, I supported that transaction because it was clearly evident to the public that neither company was going to be able to survive on it's own. In order for ANY satellite radio provider to be available, they would have had to become one entity. This proposal is completely different. Both AT&T and T-Mobile are very healthy companies. Although T-Mobile has had a very recent drop in customers, it is only a small blip in their otherwise steady growth. Many factors lead into their loss in their customer base, including Sprint becoming an overall better company than they had been, the overall unhealthy infatuation with the Apple iPhone, and Verizon's strong advertising for the Android operating system. None of these make T-Mobile any worse of a carrier. I have stuck by them for over a decade now. They are my longest standing account of any variety, and there are millions of others across our nation that are in the same boat as me. We have chosen T-Mobile over other carriers because we support their business plan and feel that the others offer little in the way of value for our money. I receive a faster connection from my \$20 T-Mobile data plan than I do on my \$60 cable modem connection. I also receive no overage charges when I go over their soft limit of data throughput, but instead are simply throttled back to a slower speed. AT&T sees the need to pillage from their subscribers by charging them ridiculous rates for any overages. What incentive does AT&T have to acquire T-Mobile other than to reduce competition? They say they are in need of more spectrum, however, they currently

hold more than any other carrier. In 2006, T-Mobile spent more than \$4 billion to purchase spectrum. If AT&T was in need, they could have simply outbid T-Mobile in that auction. They did not. If the spectrum wasn't worth \$5 billion to them then, it surely isn't worth \$39 billion now. Comcast recently purchased NBCUniversal for \$13.8 billion in a transaction which includes a long time national network, many local stations, movie studios and their entire collections, theme parks and resorts, and much more. T-Mobile is no where near as complex with nowhere near the value that NBCUniversal has. The extremely steep value that AT&T has put on T-Mobile indicates that what they intend to do is eliminate another company entirely for their own gain. With a price that steep, they will need to recoup their investment, and will have only one way to do it. They will pass the cost off to their customers. That will be easy to do when you add over 30 million of them paying a higher rate. The higher rate will go largely uncontested because they will only really be competing with Verizon. When there are such few contenders, rate increases snowball. Living in the Orlando area for my entire life, I can give you an example of how this works out. There are three major theme parks in this area. They have little competition. In my 31 years here, these companies have always raised their rates in tandem. Usually within 24 hours of each other. The same will be the case when we have only two companies controlling over 70% of the US wireless market. In the early 1980s, we took away AT&T's stronghold on our nation, and this merger will only strengthen it's position to gain it back. We have government systems in place to stop things like this from occurring, and it's time that the people of this Nation are given the respect by using these systems.